

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Annual Compliance Review, 2021

Docket No. ACR2021

CHAIRMAN'S INFORMATION REQUEST NO. 16

(Issued February 15, 2022)

To clarify the basis of the Postal Service's FY 2021 *Annual Compliance Report* (ACR), filed December 29, 2021,<sup>1</sup> the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than February 18, 2022.

**Service Performance**

1. In its Response to CHIR No. 11, question 17, the Postal Service provided point impact data for each of the top 15 root causes of failure for USPS Marketing Mail Flats in FY 2020.<sup>2</sup> Please provide the point impact data for each root cause disaggregated by service standard (Overnight, 3-5-Days, 6-10-Days, and 11+ Days) in the form of an Excel spreadsheet. Such spreadsheets shall preserve all data links and show all formulas used, including volumes and other weighting factors.
2. Please refer to the following table showing the percentage of Periodicals and Package Services excluded as "Non-Compliant" for Quarters 1 through 4 of FY 2020 and FY 2021.

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<sup>1</sup> United States Postal Service FY 2021 *Annual Compliance Report*, December 29, 2021.

<sup>2</sup> Responses of the United States Postal Service to Questions 1-21 of Chairman's Information Request No. 11, February 11, 2022 (Response to CHIR No. 11).

	FY 2020 Q1	FY 2020 Q2	FY 2020 Q3	FY 2020 Q4	FY 2021 Q1	FY 2021 Q2	FY 2021 Q3	FY 2021 Q4
Periodicals	0.17%	0.10%	0.07%	0.04%	0.06%	3.39%	27.55%	14.63%
Package Services	0.00%	0.00%	0.00%	0.16%	0.00%	0.00%	23.45%	18.91%

Source: FY 2021 Postal Service Q4 Service Performance Report, November 10, 2021, Excel file "AttachA\_ExclusionReasonBreakdown\_FY21\_Q4.xlsx," tab "Exclusions"; FY 2020 Postal Service Q4 Service Performance Report, Excel file "AttachA\_ExclusionReasonBreakdown\_FY20\_Q4.xlsx," tab "Exclusions."

- a. Please provide examples of ways in which Periodicals and Package Services pieces would be considered "Non-Compliant" and would be excluded from measurement.
- b. Please explain why the Postal Service believes that non-compliance increased substantially for these classes in FY 2021 Quarters 3 and 4.

By the Chairman.

Michael Kubayanda